

NC Department of Health and Human Services

Division of **Medical Assistance**



Update on PBH and WHN Implementation

DWAC, April 18, 2012

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MCO Due Process

42 CFR 438.402

- 3 Levels:
 - Grievance Process
 - Conducted by MCO
 - Reconsideration
 - Conducted by MCO
 - State Fair Hearing
 - Mediation
 - Office of Administrative Hearing (OAH) Appeal

What is a Grievance

- Grievance means an expression of dissatisfaction about any matter
- Formal complaint; collected by the MCO
- Possible subjects for grievances include:
 - quality of care or services provided
 - rudeness of a provider or employee
 - failure to respect a recipient's rights
- Monitored by DMA on quarterly basis
- LME-MCO has 90 days to resolve the grievance

Reconsiderations & Appeals

- **Reconsideration Requests**

- *Recipient* has 30 days to request a reconsideration of an authorization decision
- Standard: 45 days to resolve
- Expedited: 3 working days to resolve

- **State Fair Hearing (Appeal)**

- Recipient can appeal any reconsideration decision
- *Recipient* has 30 days to request State Fair Hearing (mediation/appeal) from the date of the reconsideration
- After 30 days, the MCO reconsideration decision becomes final

42 CFR 438.408

****Maintenance of Service (MOS) applies to the end of the authorization NOT the end of the appeal process.**

Clean Claim

- **Clean Claims**
 - can be processed without obtaining additional information from the provider of the services
 - Contains all required elements
 - Recipient name, ID
 - Service code, units, place of service
 - Date(s) of service
 - Provider number
 - Billed Amount

Clean Claim

- If NOT clean then claim denies
- Provider gets an Explanation of Benefits (EOB) in order to 'fix' & resubmit the claim
- In the DMA contract: LME-MCOs have 18 days to approve or deny a 'clean claim' and 30 days to pay it
- Providers can resubmit claims up to 90 days later
- Each LME-MCO has a check-write cycle

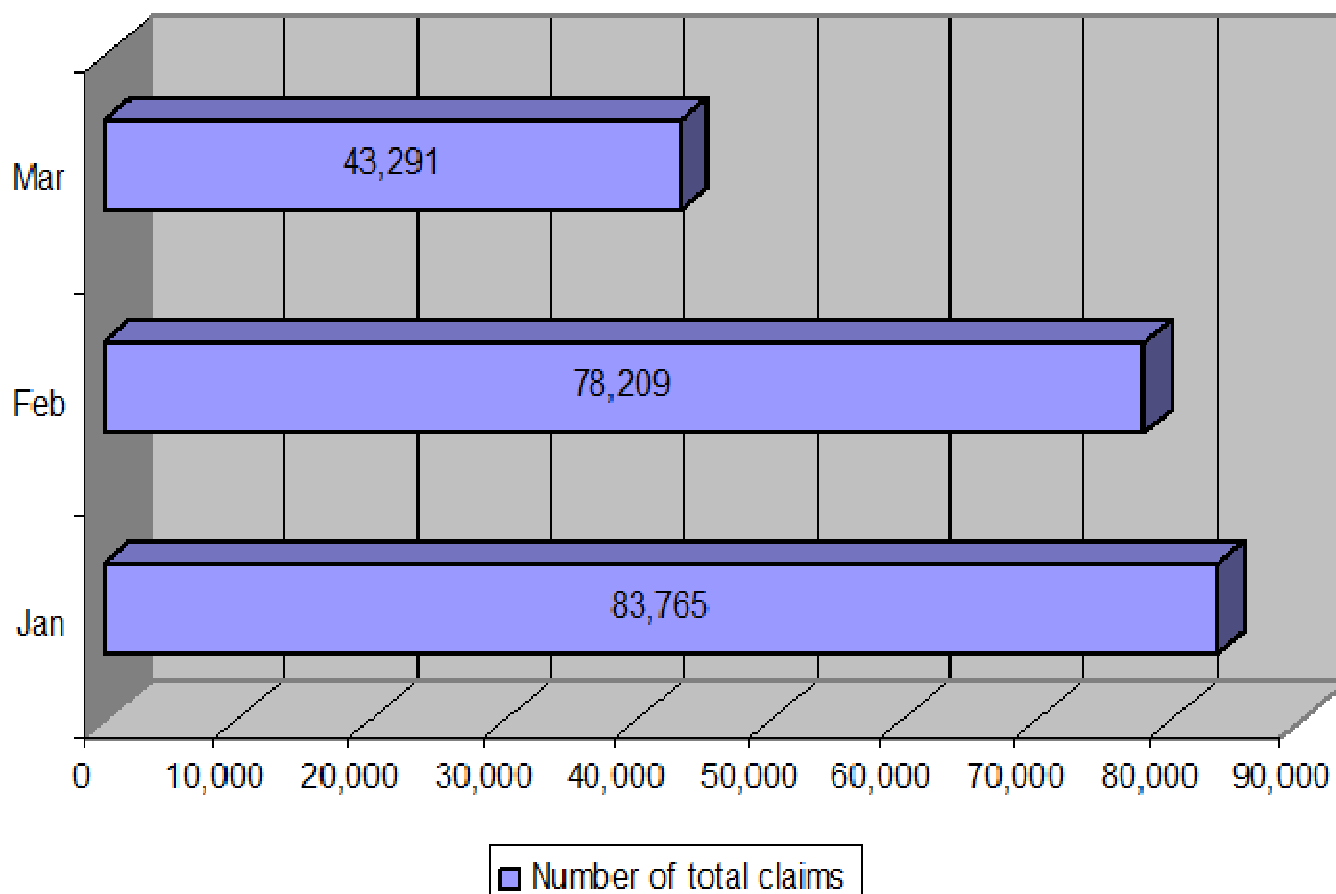
Western Highlands Network (WHN)

- Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania, Yancey
- Medicaid Recipients = 71,672
- **Network Numbers**
- **Claims Data**
- **Turn Around Time (TAT)**
- **Utilization Data**

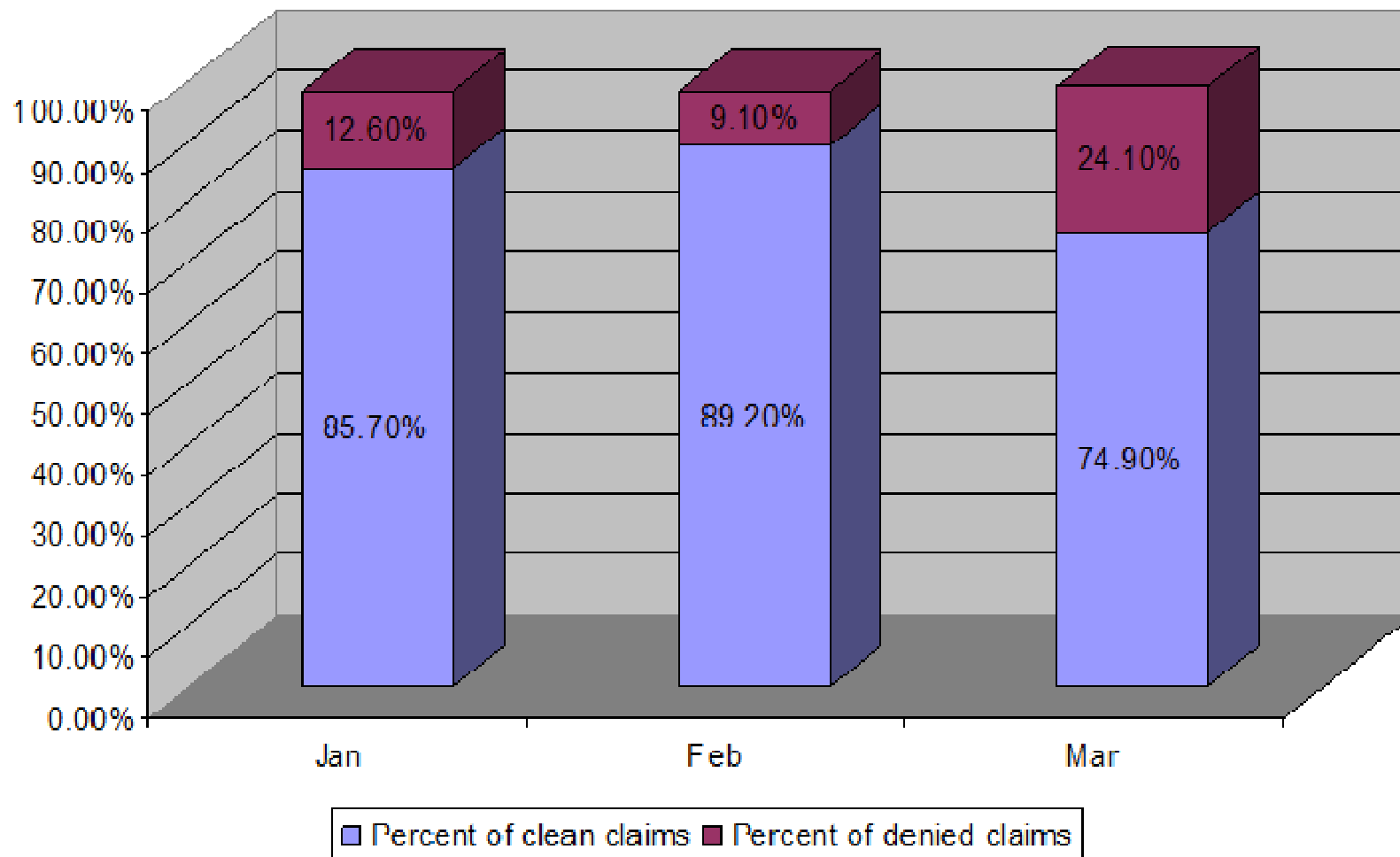
WHN Provider Network (as of April 1, 2012)

• CABHAs	33
• TFCs, Level IIIs & IVs, PRTFs	60
• Psychiatrists	70
• LIPs	206
• Peer Support Agencies	59
• Innovations Providers	74
• ICF-MRs	16
• Community Guides Agencies	7
• Hospitals	14

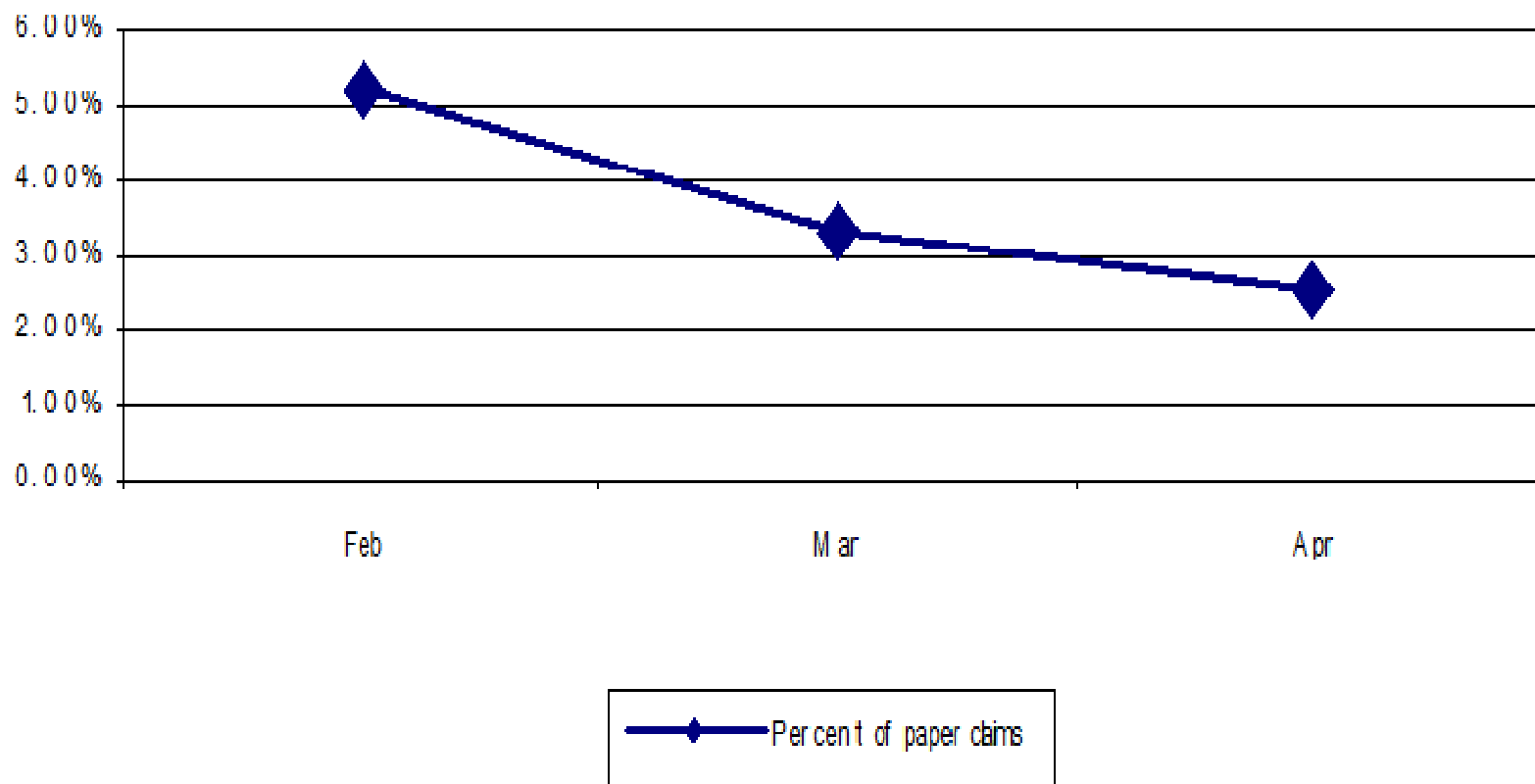
Western Highlands Number of total claims



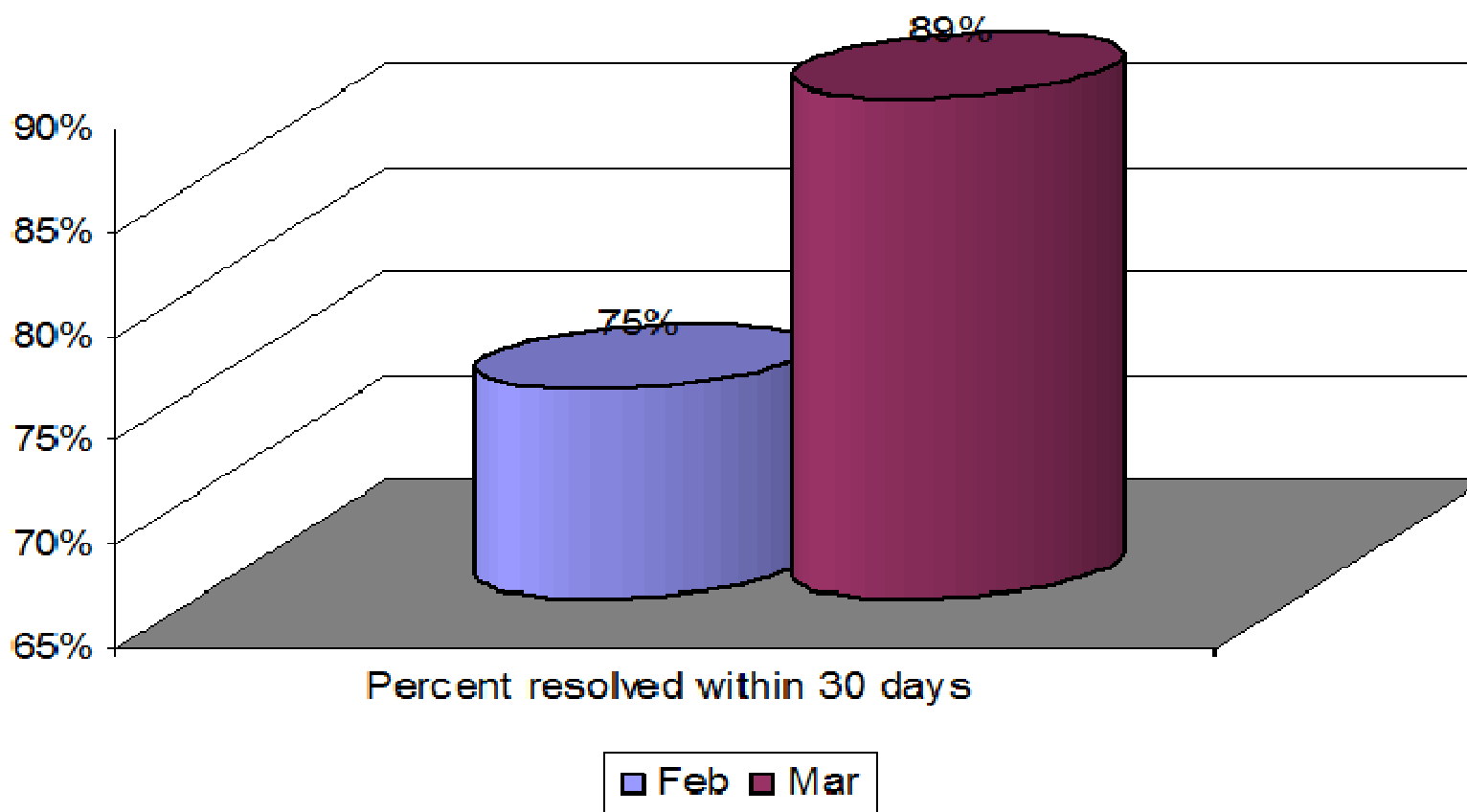
Western Highlands Claims Percentages



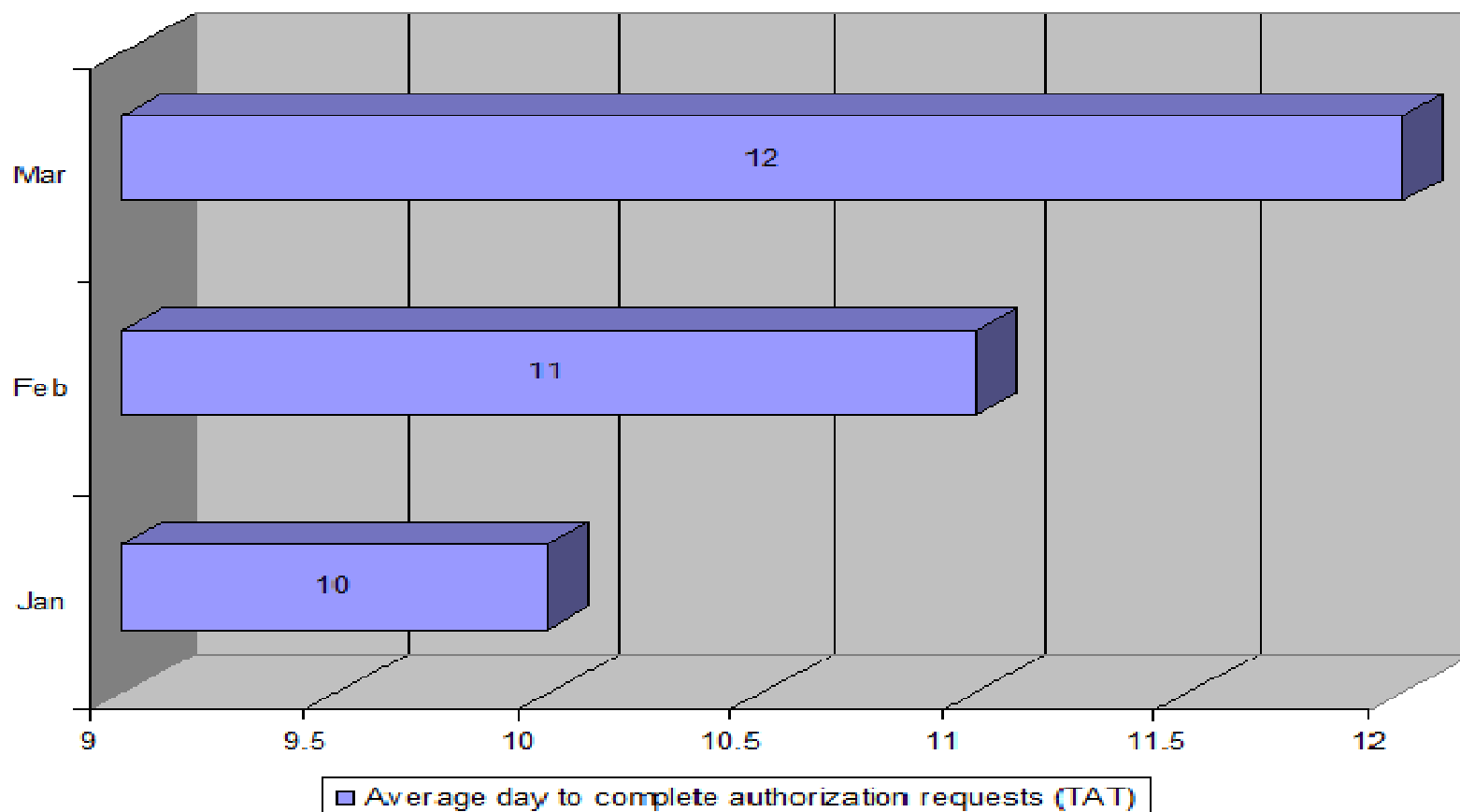
Western Highlands Percent of paper claims



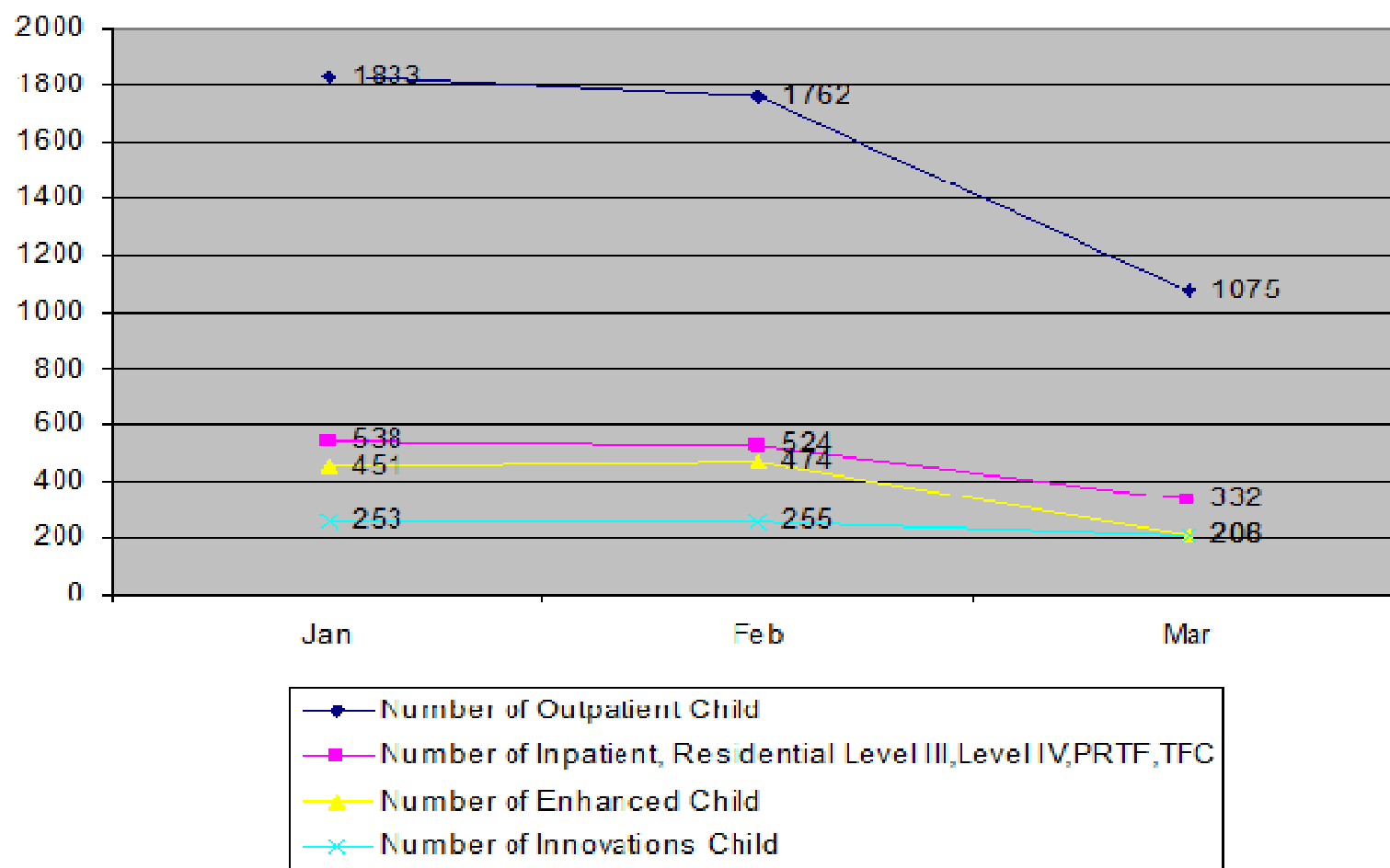
Western Highlands Percentage of Claims Resolved in 30 Days



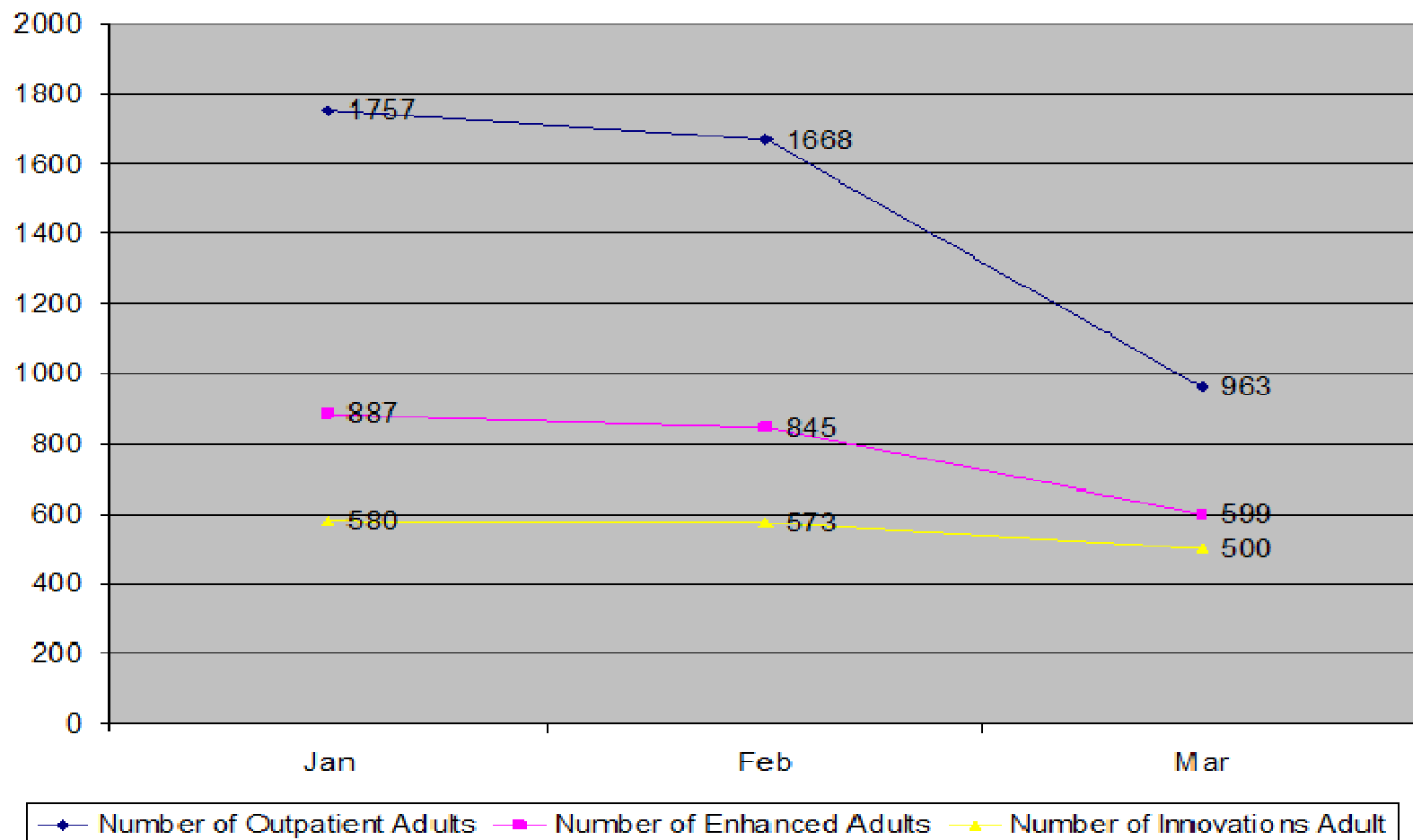
Western Highlands Average day to complete authorization requests (TAT)



Western Highlands Utilization Numbers Children



Western Highlands Utilization Numbers Adults



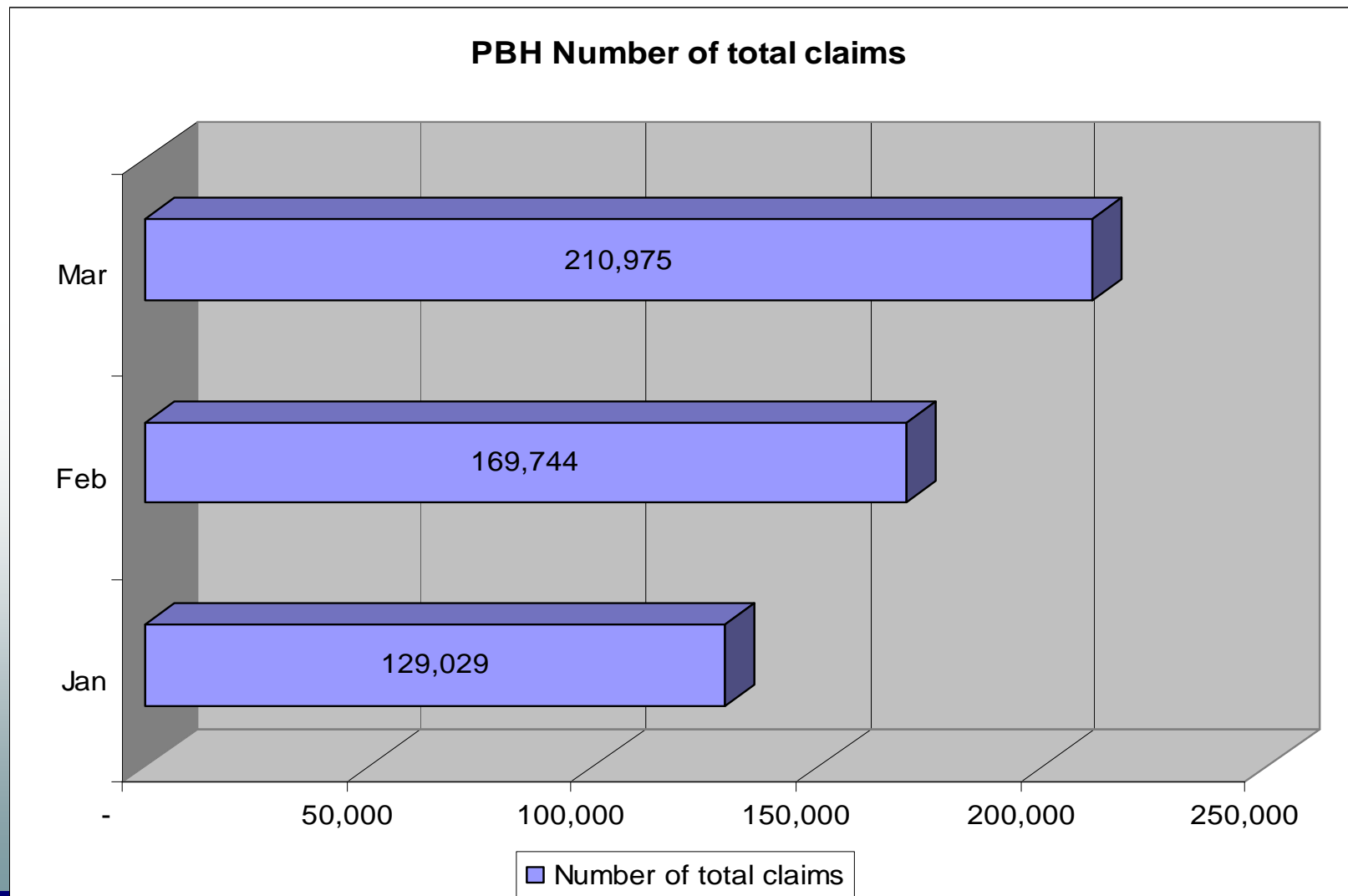
PBH Expansion Counties

- Union, Stanly, Cabarrus, Rowan, Davidson (original)
 - Alamance and Caswell Counties (10/1/11)
 - Franklin, Vance, Granville, Warren & Halifax (1/1/12)
 - Medicaid Recipients = 71,257 (in expansion counties)
-
- Network Numbers
 - Claims Data
 - Turn Around Time (TAT)
 - Utilization Data

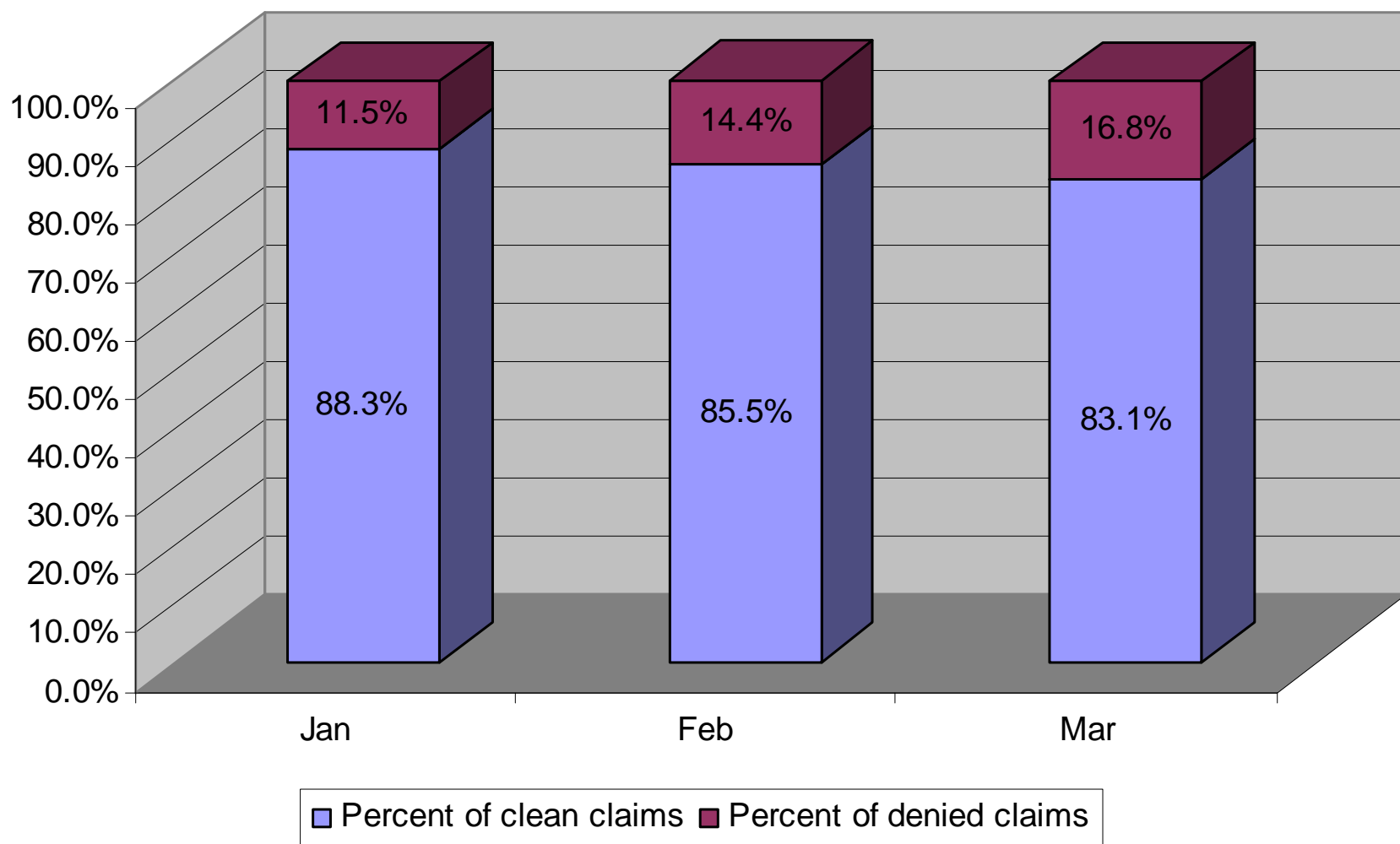
PBH Provider Network

• CABHAs	44
• TFCs, Level IIIs & IVs, PRTFs	169
• Psychiatrists	144
• LIPs	750
• Peer Support Agencies	10
• Innovations	142
• ICF-MRs	30
• Community Guide Agencies	18
• Hospitals	50

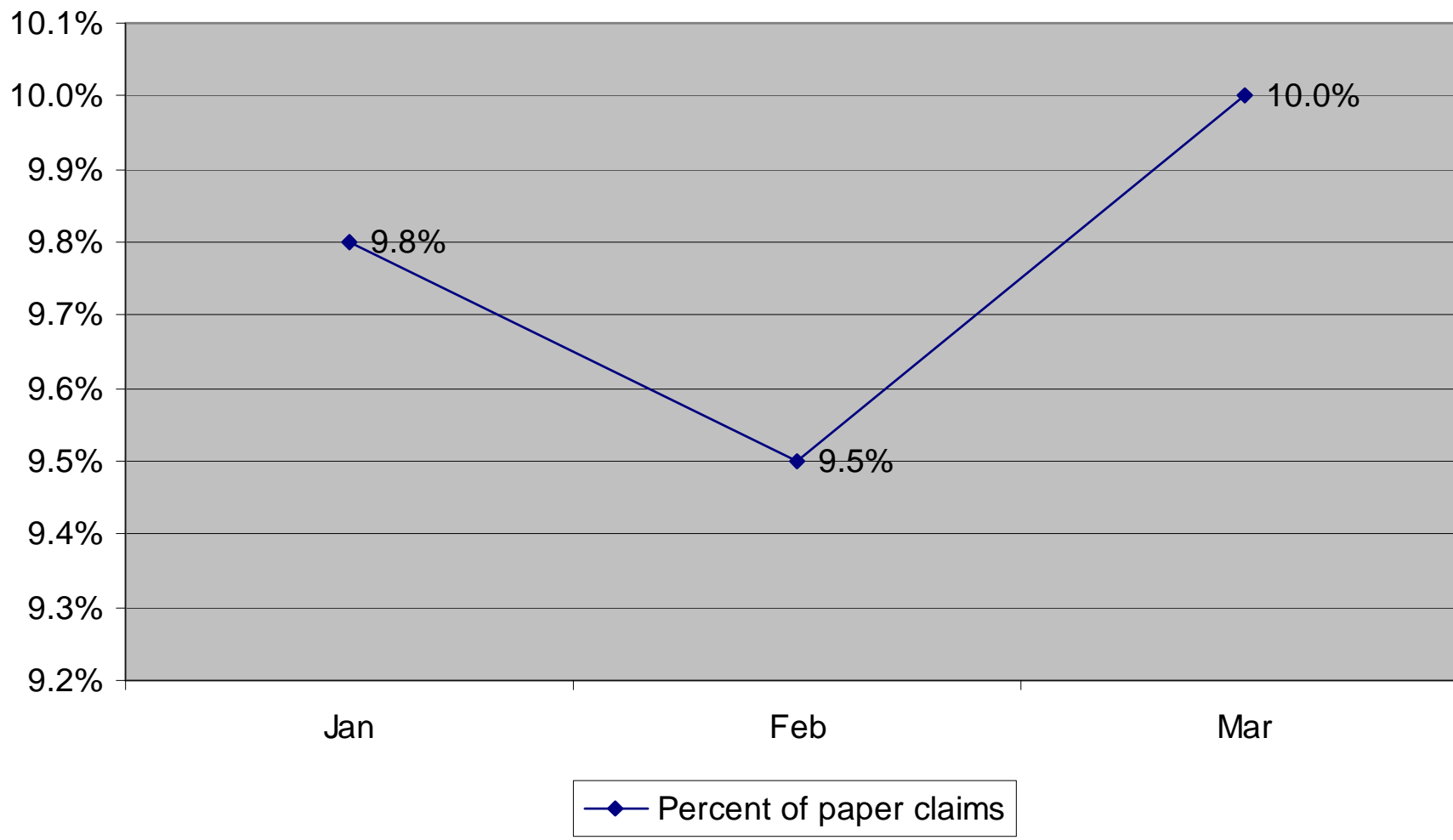
PBH Claims Data



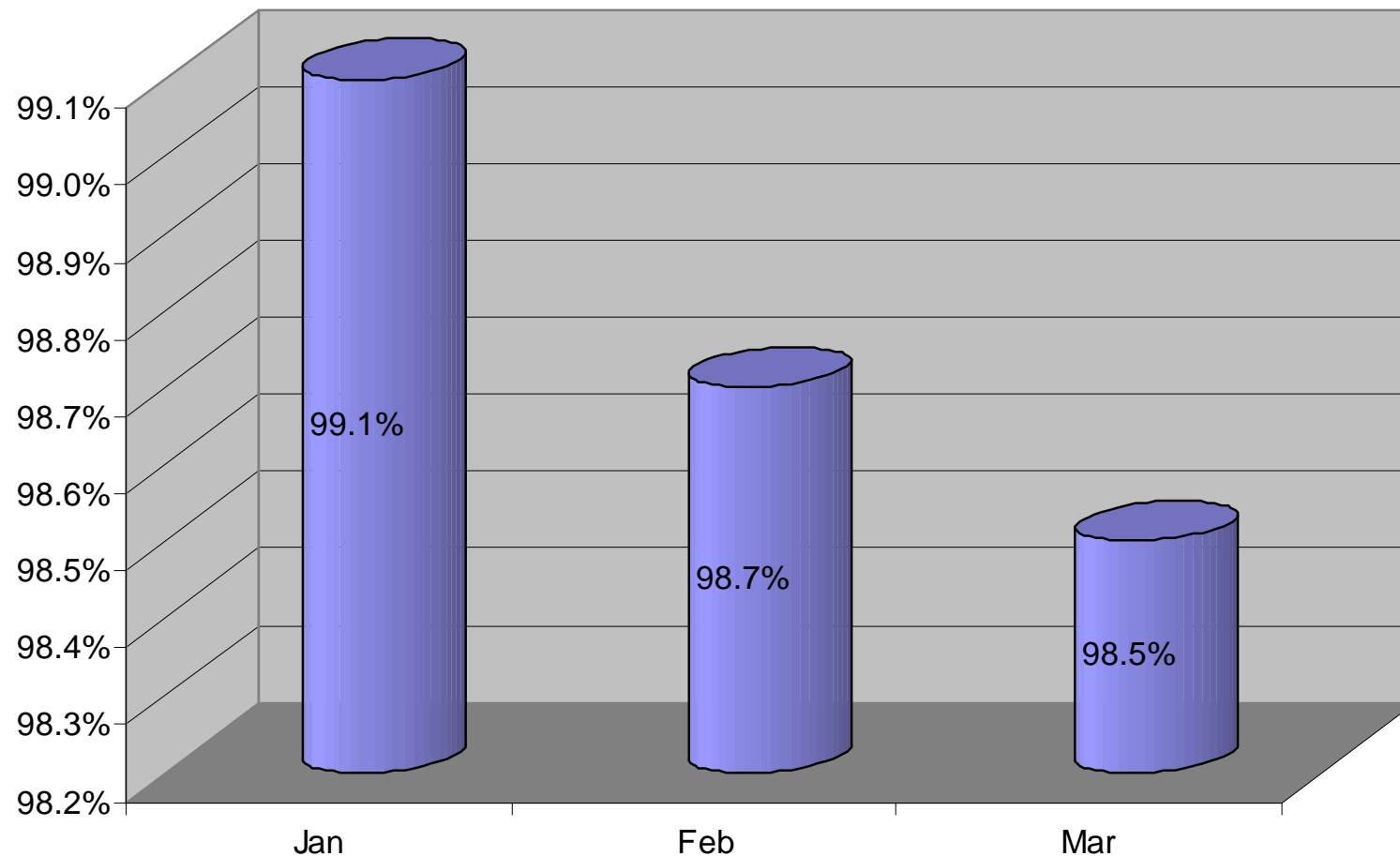
PBH Claims Percentages



PBH Percent of paper claims

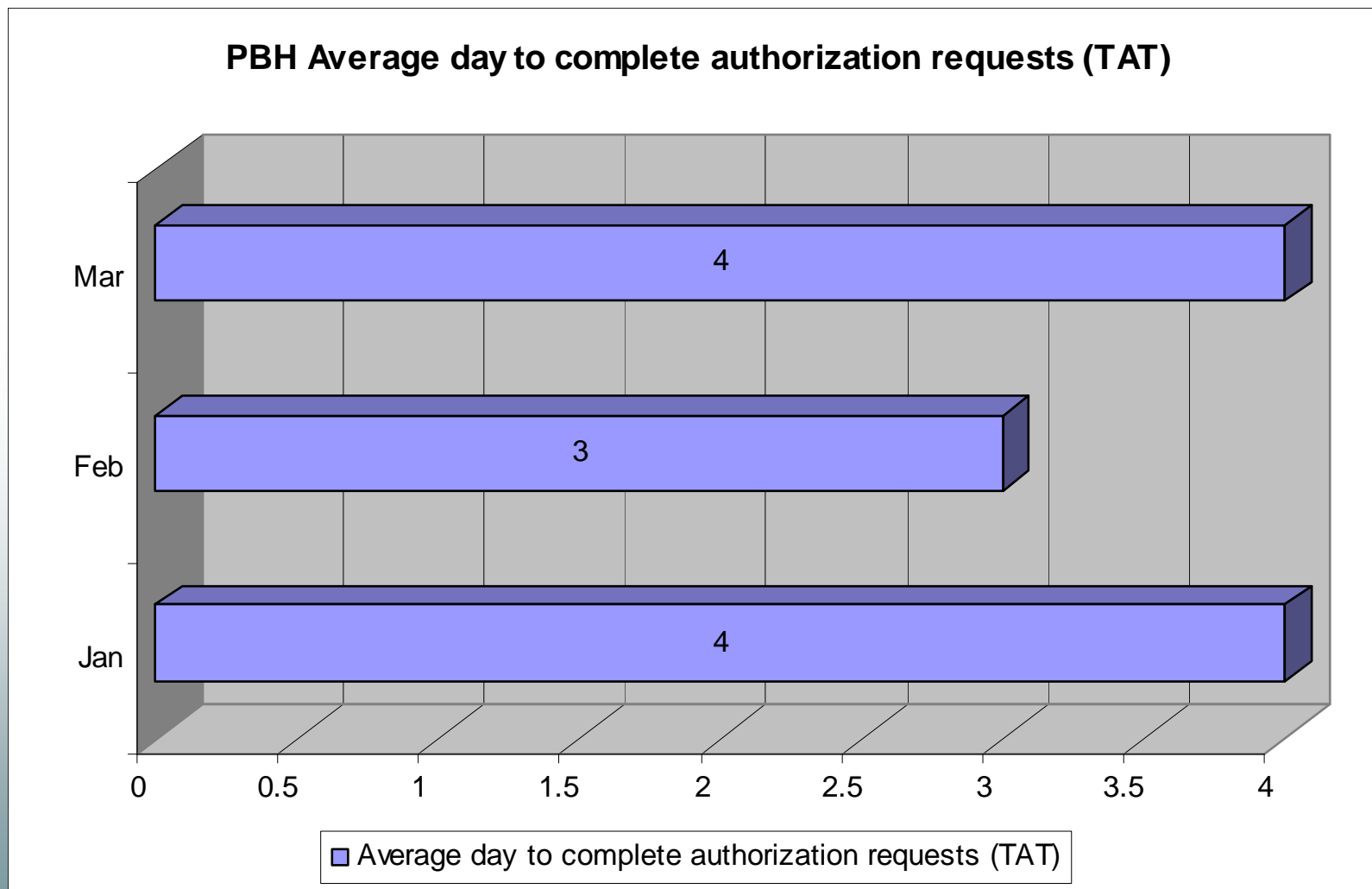


PBH Percent of Claims Resolved within 30 days

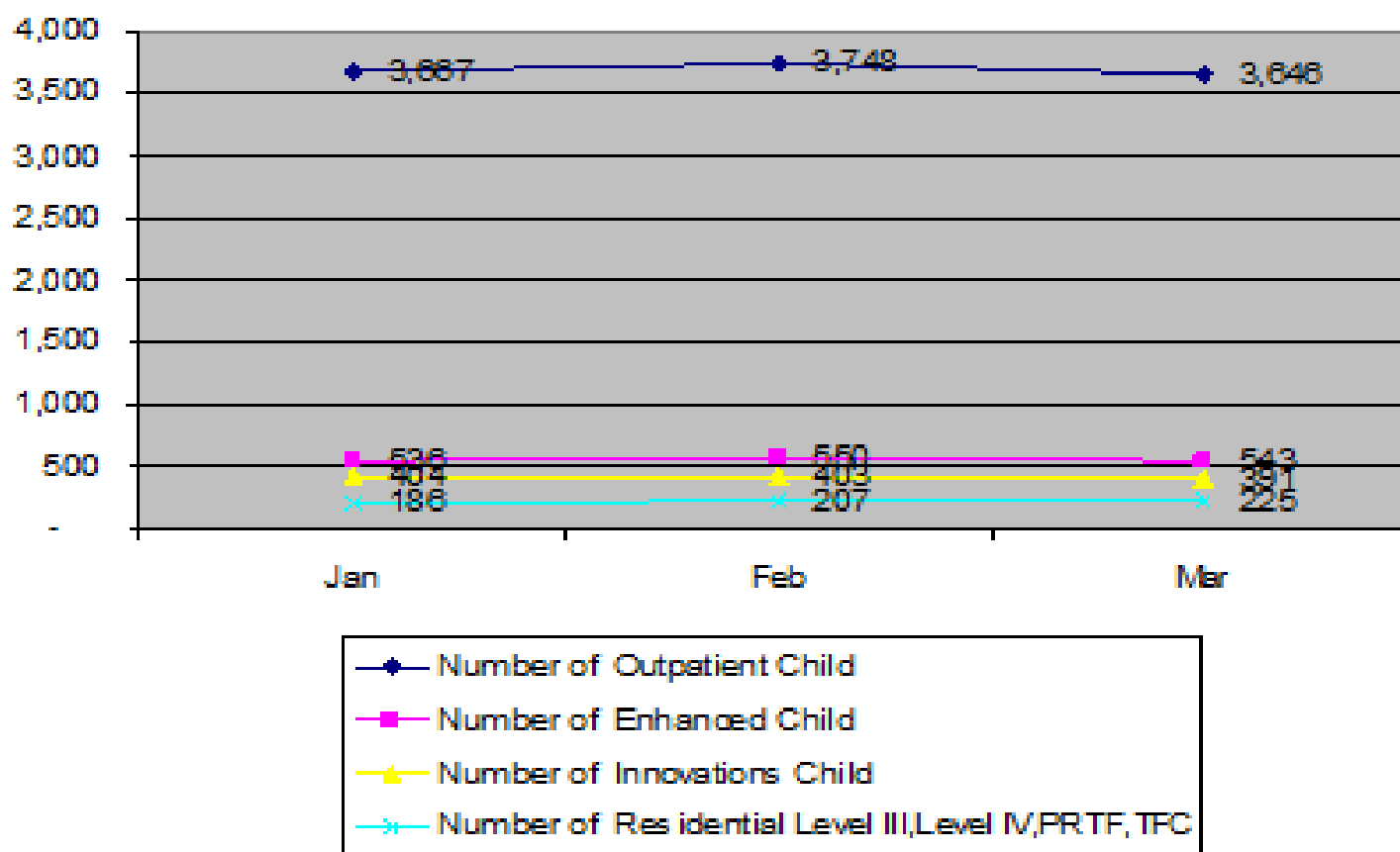


■ Percent of Claims Resolved within 30 days

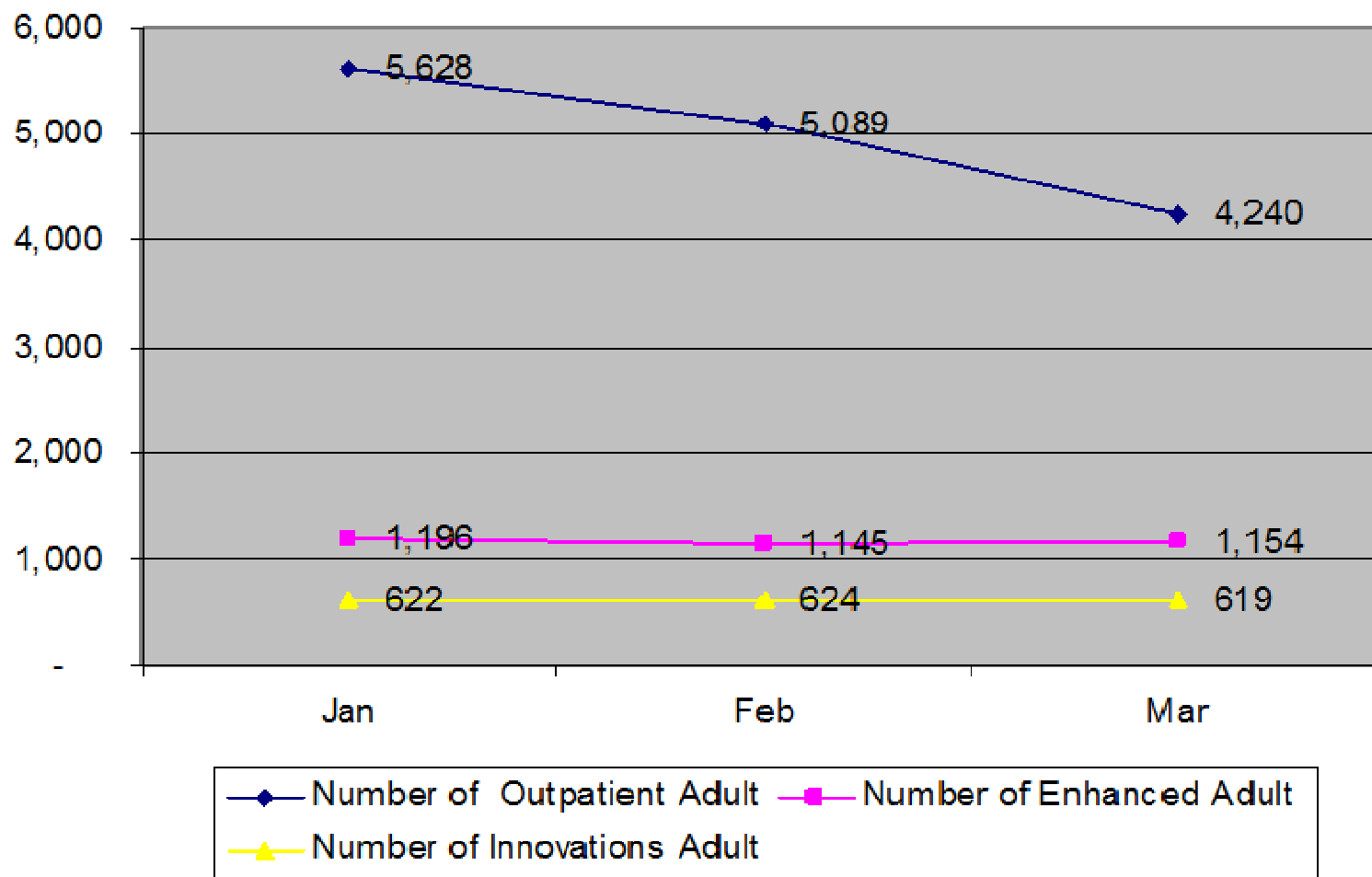
PBH TAT



PBH Utilization Management Data Children



PBH Utilization Management Data Adults



May DWAC

- ECBH Data
- Data on grievances, reconsiderations, appeals
- Data on care coordination
- Penetration rates (% of enrollees in services)
- Future: performance reports, network capacity studies
- What else?